

Ali Akoum
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Education

Lebanese American University, Beirut, Lebanon

Bachelor of Business in Information Systems, CGPA: 3.5/4

Placed Several times on the LAU Distinction List

Work Experience

QA Automation Engineer Intern | Cardinal Health

May2026 - Present

- Designed and automated end-to-end test scenarios for enterprise web applications using Python and Selenium WebDriver.
- Executed functional, regression, integration, smoke, and API testing.
- Developed reusable automation scripts to improve testing efficiency and software quality.
- Performed REST API testing using Postman and backend validation using SQL.
- Collaborated with developers and product teams in Agile/Scrum environments.
- Managed software defects and testing activities using Jira.
- Maintained automation frameworks and participated in continuous integration and release cycles.

Business Analyst | Malia Group

Oct 2024-Apr 2026

- Gathered, analyzed, and documented business requirements, translating operational needs into functional solutions.
- Mapped and optimized business processes, identifying bottlenecks and recommending process improvements.
- Collected and analyzed business data using Python (Pandas, NumPy), SQL, and Excel to support strategic decision-making.
- Developed dashboards and data visualizations using Power BI, Matplotlib, and Seaborn to monitor KPIs and operational performance.
- Created BRDs, FRDs, SOPs, process flowcharts, and workflow documentation for business and research initiatives.
- Performed gap analysis, root cause analysis, data validation, and quality assurance to ensure data accuracy and process efficiency.
- Collaborated with cross-functional stakeholders to implement AI-driven automation solutions and support Agile project delivery.

Technical Skills

- **Business Analysis:** Requirements Gathering, Process Mapping, Gap Analysis, BRD/FRD, SOPs, KPI Analysis
- **Data & BI:** Python, SQL, Power BI, Excel, Pandas, NumPy, Matplotlib, Seaborn
- **Testing & Automation:** Selenium, Postman, REST APIs, Functional, Regression & Integration Testing
- **Tools:** Jira, Git, Agile/Scrum, Microsoft Office